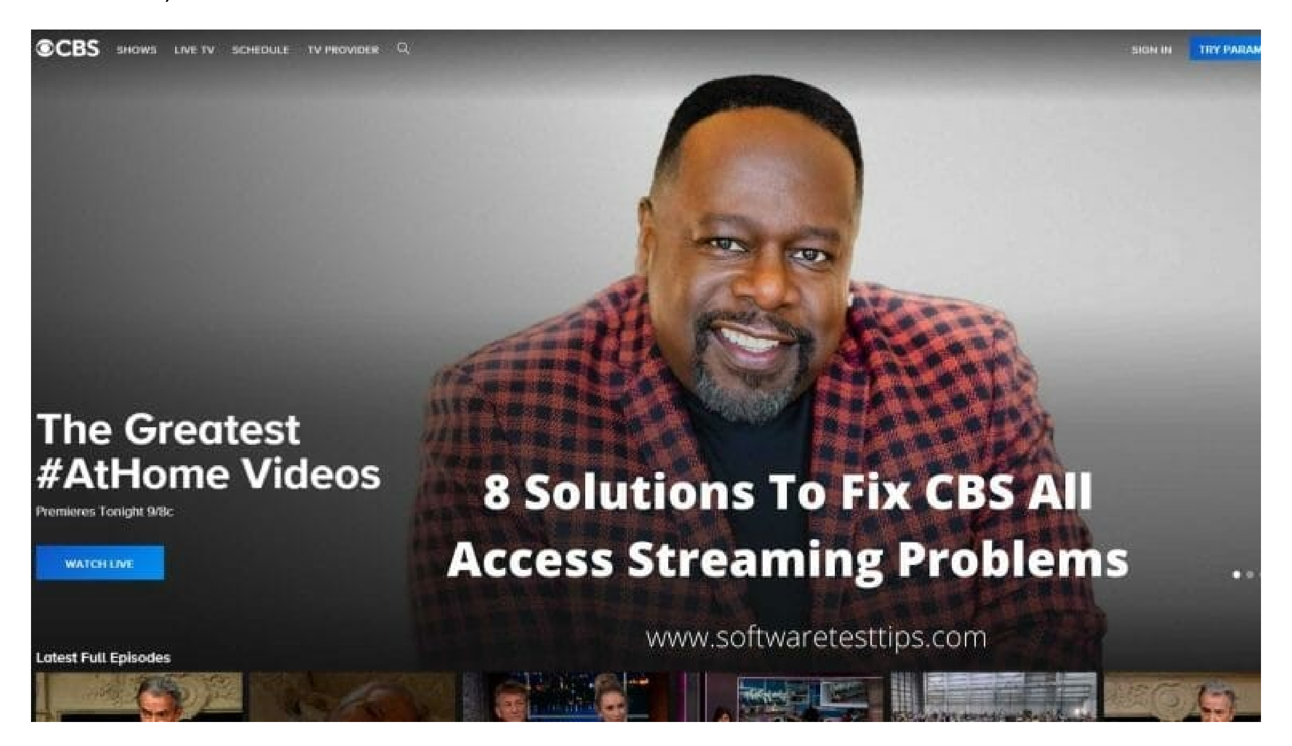
8 Solutions To Fix CBS All Access Streaming Problems

October 30, 2021



Among many other active streaming services in America, such as Netflix, Hulu, HBO, etc., CBS All Access is another American streaming service limited within the US borders.

The streaming service offers its users original content, CBS-specific content (from its library), and other recently aired content.

The users, however, sometimes face issues with the CBS streaming service related to buffering, freezing, network congestion, and compatibility. CBS All Access status in other countries apart from the US is restricted, and thus, when people try to access from outside the US using VPNs, their attempts are blocked by the streaming platform.

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Does CBS All Access work with Fire Stick?

Yes, CBS All Access is used by many users of Amazon Fire Stick. CBS has an on-demand library of 479 movies, 376 TV series, and its original content.

You can access CBS All Access on Amazon Fire Stick by downloading the CBS All Access app on their device using the CBS customer credentials.

Errors with CBS All Access



Ever since the merger of Paramount+ and CBS All Access, the users can now enjoy the services offered by both these services.

However, nothing is worse than getting interrupted in the middle of your favorite TV show or movie due to freezing or constant buffering.

Error UVP 1011

Let's walk through a scene: you are ardently watching Star Trek or any of your favorite shows, and suddenly an error UVP 1011 shows up on your Amazon Fire Stick.

You might ask: Why won't CBS All Access work on my Fire Stick?

After trying to restart your device and app, if you are still getting this error. Here's a simple solution:

Step 1. Navigate to the **Fire TV** option and open the **Settings** tab.

Step 2. Click on the **Applications** option.

Step 3. Click on the **CBS app** in the **Managed Installed Applications** section.

Step 4. Please click the **Clear Cache** and **Clear data** buttons.

Error Code 60 (too many streams)

The Error code 60 occurs when you stream the Paramount+ app (formerly CBS All Access) from more than two screens simultaneously.

Paramount+ allows two simultaneous streams per account, and so you will have to call up your family members, friends, or maybe exes and ask them if they are using it.

Alternatively, you can check the currently logged-in devices from your Paramount+ account.

Error Code 1001 (adblocker problem)

Using an ad blocker while streaming from Paramount+ or CBS All Access app can give an error code 1001. You need to remove the ad blocker to start streaming again.

Error Code 110

Using privacy extensions such as Ghostery on Chrome or other web browsers is the main culprit behind the error code 110. Try disabling the extension to resolve this error.

See also 5 Fixes To Stop Avast Browser From Opening On Startup

Other issues and error codes

Users having Roku also face many playback issues, which we will be discussing in the article later.

Sometimes, you might get error codes related to the operating system, such as error code 3012 that Microsoft users get. To resolve these errors, you need to contact Paramount+ support between 8 AM to 2 AM (ET) at +1-888-274-5343.

CBS All Access Troubleshooting Guide

In this guide, we will be identifying some of the major CBS All Access streaming issues and their solutions. This will help you enjoy your favorite originals and premiers smoothly without the app suddenly crashing.

The app works well with Android and iOS mobile devices, but it gives errors when used on smart TVs, video games, and Windows 10 computers.

Solutions To Fix CBS All Access Streaming Problems

1. **CBS All Access buffering problems**
2. **CBS All Access not working on Roku**
3. **CBS All Access freezing**
4. **Check your browser**
5. **Disable ad-blockers**
6. **Remove Tracking Protection for Firefox**
7. **Check your Internet Connection**
8. **This device doesn’t support a subscription to CBS All Access**

Solution 1. CBS All Access buffering problems

It is not very pleasant when in the middle of watching your favorite TV series or movie, the video keeps buffering. However, below are some methods using which you can fix these minor hiccups in content delivery.

Fix 1. Refresh or reload the CBS All Access page in the web browser

Fix 2. Switch to a wired connection from Wireless as Wi-Fi connections sometimes lead to packet loss.

Fix 3. If you are accessing the application at peak traffic time, try using a VPN.

Fix 4. Uninstall and reinstall the CBS All Access application.

Fix 5. If the bandwidth provided by your current internet plan is low, upgrade it for a better experience.

Fix 6. Replace or fix the faulty network components such as cables and drivers.

Fix 7. If Wi-Fi isn't working correctly, switch to mobile data.

Fix 8. Restart your device.

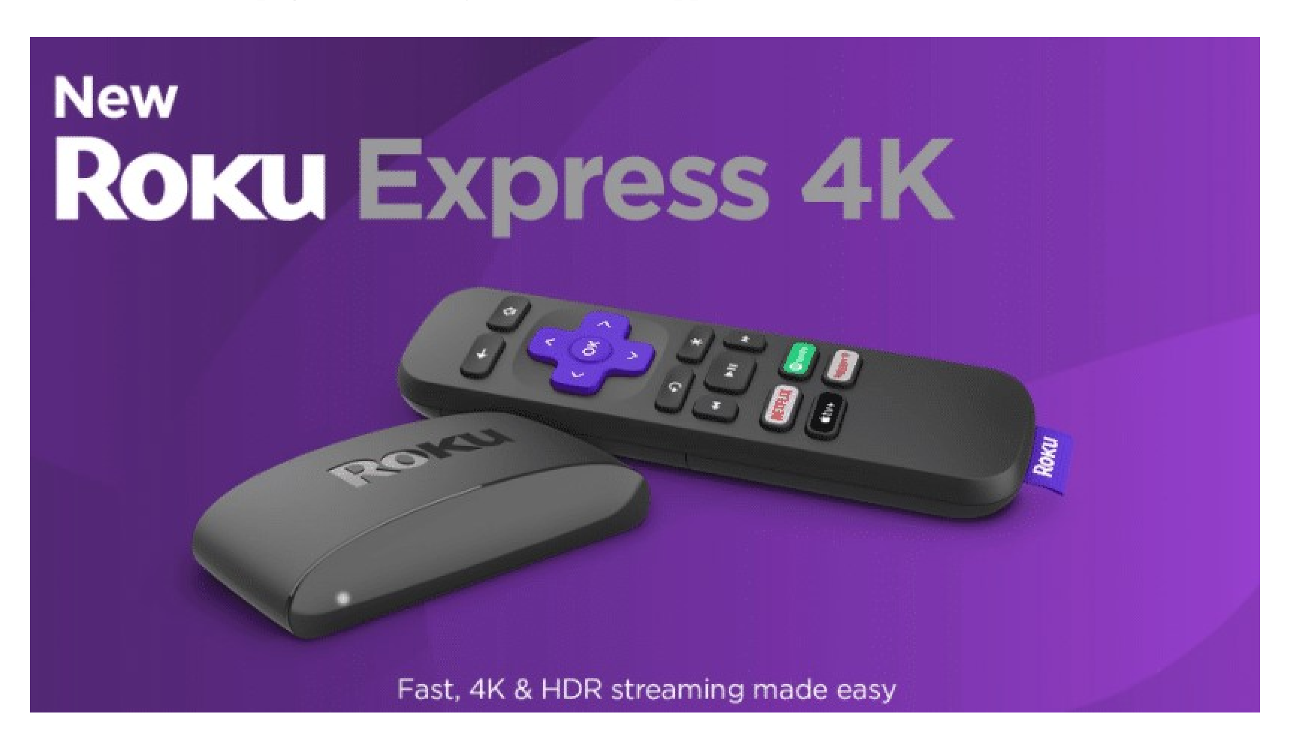
Fix 9. Bypass the router and connect your device directly to your modem or home line.

There could be multiple causes for buffering, such as network congestion during peak hours, outdated router's firmware, packet loss, damaged ethernet cables, outdated network adapter drivers, etc.

Solution 2. CBS All Access not working on Roku

Roku is an efficient streaming service that many of us enjoy. However, the compatibility issue between CBS All Access App and Roku devices is a stumbling block towards our entertainment.

Like any other problem, this has some efficient solutions to stop the device from throwing you back to the home page as soon as you launch the app.



Fix 1. The basic but coherent solution, restart your Roku device.

Fix 2. Update the CBS All Access app to its latest version.

Fix 3. Contact CBS assist.

Fix 4. Switch to a wired connection from wireless.

Fix 5. Update the Roku device firmware to its latest version.

Fix 6. Restart your modem or router.

If the above six troubleshooting fixes couldn't resolve your problem, you can use the below two methods that have helped countless users.

Method 1. Reset channels

Step 1. On your Roku remote, press *.

Step 2. Select **remove Channel** option.

Step 3. Navigate to the **Settings** menu.

Step 4. Go to the **System** category and click on the **System restart** option.

Step 5. Allow the device to restart correctly.

Step 6. Go ahead and add the CBS All Access channel back on the device. Check if the app is now working perfectly.

Method 2. Clear watch queue

Clearing the continue watching queue can fix the incompatibility issue. Roku devices aren't fit to handle high-resolution shows and hence throw you back to the Roku homepage.

See also 9 Fixes For Google Chrome Multiple Processes Running Issue

There is no option to clear the continue watching queue manually, but you can complete those pending shows and then move on to the new ones.

Solution 3. CBS All Access freezing

While playing a video on the CBS All Access app, it freezes and starts to display a freezeframe for an ad instead of the content we were viewing.

This issue doesn't just occur when we load a new show or episode, but after a commercial break, especially if you have a basic plan that includes commercials.

However, the bug isn't that common and generally occurs on Amazon Fire TV Stick and can be easily fixed by restarting the Fire TV or Fire Stick.

This is the quickest fix, but it might disrupt the flow of your entertainment. However, it will save you an extra amount of time hassling for other fixes or just waiting for the screen to unfreeze.

Solution 4. Check your browser

It could be possible that the web browsers you are using do not aid CBS All Access service and hence are unable to provide access to its content. To fix the CBS All Access streaming problems, you can try deleting data and cache, reloading, or restarting the browsers.

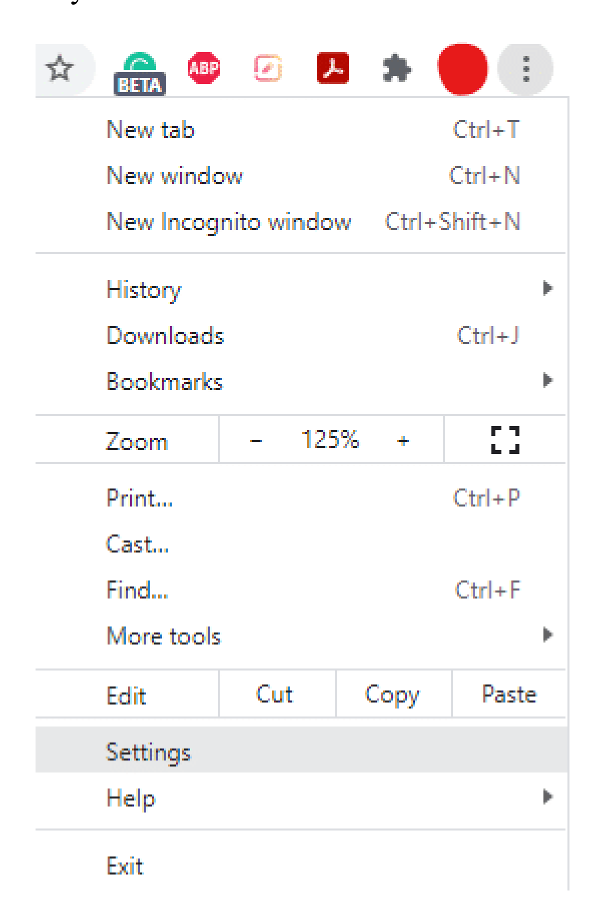
You can use the below-given methods if there are no ad-blocking extensions installed on your browsers.

Method 1. Navigate to whatsmybrowser.com to check if your browser is updated to its latest rendition. If not, please follow the on-screen instructions to update it to its latest version.

Method 2. Check twice whether your browsers assist CBS All Access.

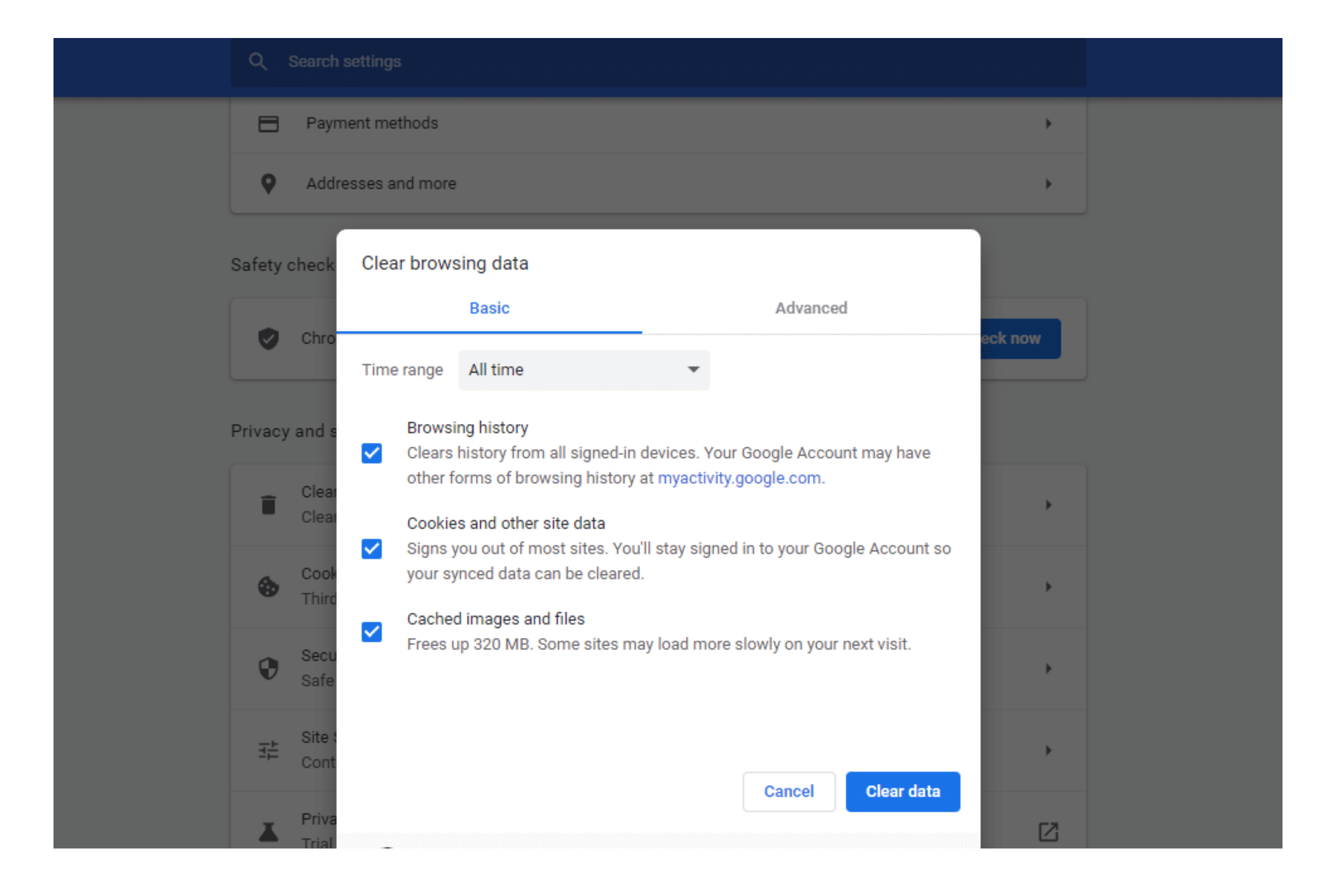
Method 3. Please delete all the browsing history, cache, and cookies from your browsers. You can do this by following the below steps:

Step 1. Go to the **settings** option by clicking on the **three dots** (menu option) on the right side of your Chrome browser.



Step 2. Please Navigate to the **Privacy and Security** section and click on the **Clear Browsing data** option.

Step 3. In the open dialog box, check the boxes for **Browsing history**, **Cookies and other site data**, and **Cached images and files** checkboxes.



Step 4. Click on the **Clear data** button. Ensure that the time range is set to **All time**.

Step 5. Relaunch the browsers and log in to CBS All Access service. Hopefully, it will run smoothly now.

Method 4. Click on the "reload" button given on the browser toolbar next to your address bar, or press the F5 key to reload the current page.

Method 5. Relaunch the browser.

Method 6. Please switch to another browser if the issue persists. You can use Firefox, Chrome, Edge, Safari, etc.

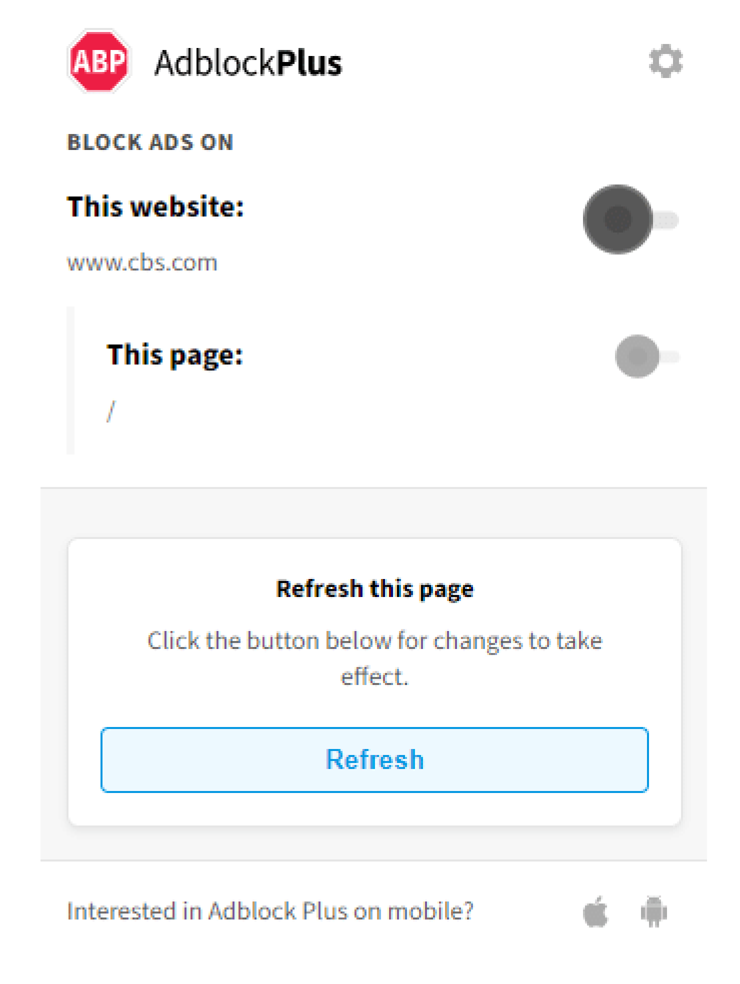
Solution 5. Disable ad-blockers

Ad Blocking extensions or other ad blocking tools such as Adblock or Adblock Plus are used to restrict the websites from showing us ads or redirecting us to harmful locations on the net.

However, these extensions sometimes prevent us from streaming the shows and movies in CBS All Access by halting playback.

You need to remove the ad blockers for CBS All Access websites. In AdblockPlus, you can achieve this by:

Step 1. Click on the **ABP** icon on your browser's toolbar.



Step 2. Next, click on the toggle next to **This website:** label to stop its service.

Step 3. Now, reload the CBS service by pressing the **F5** key and check if the service is running smoothly.

Solution 6. Remove Tracking Protection for Firefox

Mozilla Firefox is a standard browser that many of us use as the default browser. It comes with many features, including tracking protection.

See also 15 Fixes For Spotify Not Opening on Windows & Mac

If this tracking protection feature is turned on, the CBS All Access service often doesn't work as expected. Hence, we must turn this feature off.

Step 1. Click on the **three parallel lines** (hamburger menu) on the Firefox window. It is available on the upper right side of the screen.

Step 2. Navigate to **options** and select them.

Step 3. Scroll to the **Privacy & Security** option given on the left side of the open preferences window.

Step 4. Go to the **Enhanced Tracking Protection** option given on the right side of the windowpane and click on the **Strict** radio button.

Solution 7. Check your Internet Connection

It is essential to have a high-speed internet connection with at least 4 MBPS speed to get a sleek and fulfilling streaming experience. CBS All Access service requires it as a minimum speed to view shows and movies.

You can always run a speed test (e.g., using fast.com) or contact your Internet Service Provider to increase the internet speed.

Depending on the internet package you have, the speed differs, so ensure to get a package that offers a higher rate. Also, check if your PC or the device that you use to access CBS allows high-speed connectivity or not.

After checking the internet speed and making sure it is above 4MBPS, if you are still unable to get a decent internet connection, follow these steps:

Step 1. Restart your router by disconnecting the cord from the power source. If you own a modem, disconnect it first.

Step 2. Please dally for a few seconds and reconnect the plug to the power source.

Step 3. Allow the router to turn back on, and then visit cbs.com and check if you can stream content.

Solution 8. This device doesn't support a subscription to CBS All Access

You might wonder what happened that your CBS All Access app suddenly stopped being compatible with your Roku device overnight. However, these things don't happen all of a sudden.

They are usually triggered by an app update that makes your CBS All Access app incompatible with the Roku device.

It is essential to keep you updated on the latest security patches and features. Still, they might no longer be compatible with your old devices, which have become obsolete as new ones enter the market.

The sole solution here is to upgrade your TV and buy a new one. Alternatively, you can invest in new external streaming devices such as Amazon Fire TV Stick, Google Chromecast, or Roku.

We hope that the above solutions have fixed your CBS-related issues and that you are able to stream media without any trouble.

FAQs

Why is my CBS All Access not working?

The users sometimes face issues with CBS related to buffering, freezing, and compatibility. CBS All Access status in other countries apart from the US is restricted, and thus when people try to access from outside the US using VPNs, their attempts are blocked by the streaming platform

What is going on with CBS All Access?

The merger of Paramount+ and CBS All Access was completed on March 4th, 2021. The users are now able to enjoy the services offered by both these streaming services.

Is CBS All Access down?

Currently, the website isn’t down and can be accessed via Paramount+. You can visit the website of CBS or Paramount to check if they are down.

Is CBS All Access dead?

The CBS All Access is now merged with Paramount+. It didn’t have the most extended lifespan, but it isn’t dead. It’s been merged.